# Department of Safety and Professional Se

**Agency Performance Dashboard**

## Economic Development

### Plan review time

**Metric Definition**  The number of days between a customer's requested plan review date and the dep

| Goal Met | Current | Previous | Target | Trend |
|---|---|---|---|---|
| ✖ | 11.48 days | 9.25 days | 10 days | ↓ |

**Reporting Cycle**  Quarterly (April 1 - June 30)
**Additional Details**  Prompt plan review is crucial in allowing businesses to begin construction, hire wor economy.

## Reform and Innovation

### Prescription Drug Monitoring Program (PDMP) - new users

**Metric Definition**  Total number of healthcare and law enforcement professionals that have registere

| Goal Met | Current | Previous | Target | Trend |
|---|---|---|---|---|
| ✔ | 6,737 | 31,666 | 750 | ↓ |

**Reporting Cycle**  Quarterly (April 1 - June 30)
**Additional Details**  DSPS conducts a robust outreach program to encourage healthcare professionals to show that access to PDMP data can help decrease prescription drug abuse and over

The PDMP is an online database that contains information about scheduled prescri
Healthcare professionals can access the database to make better-informed prescrib
tool in the fight against prescription drug abuse.                NOTE: DSPS la
All users of the previous system were required to re-register. Target metrics and pr
necessarily representative of the actual trend.

### Prescription Drug Monitoring Program (PDMP) - user queries

**Metric Definition**  The number of PDMP data queries performed by registered users.

| Goal Met | Current | Previous | Target | Trend |
|---|---|---|---|---|
| ✔ | 2,398,786 | 847,854 | 300,000 | ↑ |

**Reporting Cycle**  Quarterly (April 1 - June 30)

| Additional Details | The number of PDMP data queries is used to assess the success and efficacy of the data can help decrease prescription drug abuse and overprescribing of prescription |
|---|---|
| | The PDMP is an online database that contains information about scheduled prescri Healthcare professionals can access the database to make better-informed prescrib tool in the fight against prescription drug abuse.                    NOTE: Beginni professionals who prescribe controlled substance drugs are required to review a pa prescription in most cases. DSPS has been educating and training about the change anticipation of the new requirement. Target metrics and previous quarter metrics a of the actual trend. |

# Efficient and Effective Services

## License renewal processing time

| Metric Definition | The number of days from submission of a complete application for licensure renew |
|---|---|

| Goal Met | Current | Previous | Target | Trend |
|---|---|---|---|---|
| ✔ | 4 days | 5 days | 4 days | ⬆ |

| Reporting Cycle | Quarterly (April 1 - June 30) |
|---|---|
| Additional Details | Prompt license renewal ensures that professionals can continue to practice unimpe continue in the workforce. |
| | on average was three days. Due to a large volume of license-holders renewing in M |

# Customer/Taxpayer Satisfaction

## Customer satisfaction levels

| Metric Definition | Self-reported satisfaction levels gathered from responses to the DSPS customer ser |
|---|---|

| Goal Met | Current | Previous | Target | Trend |
|---|---|---|---|---|
| ✘ | 81.37% | 66.11% | 90% | ⬆ |

| Reporting Cycle | Quarterly (January 1, 2017 - March 31, 2017) |
|---|---|
| Additional Details | This data is a measure of customer-reported levels of satisfaction. DSPS' goal is to p customers, while serving them efficiently and promptly. |

## Timely complaint resolution

| Metric Definition | Percentage of current pending cases that are within the DSPS 18-month case closur |
|---|---|

| Goal Met | Current | Previous | Target | Trend |
|---|---|---|---|---|
| ✔ | 95% | 96% | 95% | ⬇ |

| Reporting Cycle | Quarterly (April 1 - June 30) |
| --- | --- |
| Additional Details | DSPS receives nearly 3,000 complaints against credential holders each year. Cases ... to determine whether unprofessional conduct has occurred and are reviewed by at ... to determine if discipline is warranted. Occasionally, factors outside of DSPS' contr... time-frame. |

## Customer service center call handling time

| Metric Definition | Length of time that a DSPS customer speaks to a customer service representative. |
| --- | --- |

| Goal Met | Current | Previous | Target | Trend |
| --- | --- | --- | --- | --- |
| ✖ | 2:38 | 2:37 | 2:30 | ⬇ |

| Reporting Cycle | Quarterly (April 1 - June 30) |
| --- | --- |
| Additional Details | DSPS customer service representatives are trained to answer customer questions a... |

## License Look-Up usage

| Metric Definition | The number of times that consumers have used the DSPS website to verify a license |
| --- | --- |

| Goal Met | Current | Previous | Target | Trend |
| --- | --- | --- | --- | --- |
| ✔ | 452,372 | 360,777 | 315,000 | ⬆ |

| Reporting Cycle | Quarterly (April 1 - June 30) |
| --- | --- |
| Additional Details | |
| | The DSPS License Look-Up app is an important consumer protection tool that verifi... |

# Open and Transparent Government

## Total number of public records requests received

| Metric Definition | Total number of public records requests received from 12am CST, April 1, 2017 thro... |
| --- | --- |

| Current | Previous | Trend |
| --- | --- | --- |
| 205 | N/A | N/A |

| Reporting Cycle | Quarterly (April 1, 2017 - June 30, 2017) |
| --- | --- |
| Additional Details | Executive Order #235 requires agencies to post public records metrics. Requests ma... |

## Total number of public records requests completed

| Metric Definition | Total number of public records requests completed from 12am CST, April 1, 2017 th... |
| --- | --- |

| Current | Previous | Trend |
| --- | --- | --- |
| 208 | N/A | N/A |

| Reporting Cycle | Quarterly (April 1, 2017 - June 30, 2017) |
| --- | --- |
| Additional Details | Executive Order #235 requires agencies to post public records metrics. Completed ... |

## Average time taken to fulfill public records requests

| Metric Definition | Total time taken (in business days) to fulfill public records requests divided by the t... |
| --- | --- |

| Goal Met | Current | Previous | Target | Trend |
| --- | --- | --- | --- | --- |

| Goal Met | Current | Previous | Target | Trend |
|---|---|---|---|---|
| ✔ | 4 days | N/A | 10 days | N/A |

**Reporting Cycle** Rolling average updated quarterly (April 1, 2017 - June 30, 2017)
**Additional Details** Executive Order #235 requires agencies to post public records metrics. This metric i

## Percentage of public records requests acknowledged within one business day

**Metric Definition** Percentage of public records requests sent to the agency's primary public requests

| Goal Met | Current | Previous | Target | Trend |
|---|---|---|---|---|
| ✔ | 100% | N/A | 100% | N/A |

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)
**Additional Details** This does not include requests sent via channels other than the primary public requ

## Percentage of current employees completing public records training

**Metric Definition** Percentage of current employees that completed public records training by March

| Goal Met | Current | Previous | Target | Trend |
|---|---|---|---|---|
| ✔ | 100% | N/A | 100% | N/A |

**Reporting Cycle** Annual (March 1, 2016 - February 28, 2017)
**Additional Details** Public records training is available to state employees via our enterprise learning m

## Percentage of new employees completing public records training

**Metric Definition** Percentage of new employees that completed public records training with 30 calen

| Goal Met | Current | Previous | Target | Trend |
|---|---|---|---|---|
| ✔ | 100% | N/A | 100% | N/A |

**Reporting Cycle** Rolling average updated quarterly (April 1, 2017 - June 30, 2017)
**Additional Details** Public records training is available to state employees via our enterprise learning m

## Percentage of exiting employees that received notice of public records retention obligations

**Metric Definition** Percentage of exiting employees that received notice of public records retention ob

| Goal Met | Current | Previous | Target | Trend |
|---|---|---|---|---|
| ✔ | 100% | N/A | 100% | N/A |

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)
**Additional Details** It is required that all exiting employees receive notice of public records retention ob

artment's initial execution of review.

kers, and further contribute to Wisconsin's

d for new user accounts to access the                    [http://www.dsps.wi.gov/PDMP](http://www.dsps.wi.gov/PDMP)

 register for and utilize the PDMP.  Data
rprescribing of prescription medications.

ption drugs dispensed in Wisconsin.
ing decisions.  The PDMP is an important
unched the new ePDMP system on 1/17/17.
evious quarter metrics are therefore not

PDMP. Data shows that access to PDMP
medications.

ption drugs dispensed in Wisconsin.
oing decisions.  The PDMP is an important
ng on April 1, 2017, healthcare
itient's PDMP report prior to writing the
to increase prescriber utilization in
ire therefore not necessarily representative

al and the DSPS approval or denial

eded, protecting the professional's ability to
                    Note: January's processing time
arch, processing time decreased.

vice survey.

orovide a pleasant experience for our

e goal.

opened by DSPS are thoroughly investigated
:torneys, professional boards, and sections
ol may elongate the complaint resolution
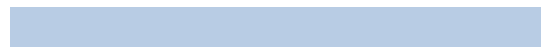
ccurately and efficiently.

ed professional.

es licensed professionals in Wisconsin.

ough 11:59pm June 30, 2017.

ay be received verbally or in writing and are

hrough 11:59pm June 30, 2017.

or closed means no further action is

otal number of public records requests

includes requests fulfilled this quarter

inbox and acknowledged by the next

iests inbox. Acknowledged is defined as a

1 of each calendar year.

anagement system. All state employees

dar days of their start date.

anagement system. All new state

oligations on or before last day of

bligations on or before last day of